

Applicant: ZIRNGIBL *et al.*
Serial No: 09/455,534
Filing Date: December 7, 1999
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IN THE UNITED STATES PATENT & TRADEMARK OFFICE

IN RE PATENT APPLICATION OF: Michael ZIRNGIBL *et al.*
SERIAL NO.: 09/455,534
ATTORNEY DOCKET NO: 067220-0313100
FILING DATE: December 7, 1999
ART UNIT: 2614
EXAMINER: G. GAUTHIER
FOR: SYSTEM AND METHOD FOR THE CREATION AND AUTOMATIC DEPLOYMENT OF
PERSONALIZED, DYNAMIC AND INTERACTIVE VOICE SERVICES, WITH INTEGRATED
INBOUND AND OUTBOUND VOICE SERVICES

AMENDMENT UNDER 37 C.F.R. § 1.312

MAIL STOP ISSUE FEE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA. 22313-1450

Dear Sir:

Pursuant to 37 C.F.R. §1.312, and prior to payment of the enclosed issue fee, please
amend the above-identified application as follows:

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 12 of this paper.